

USPS Report on PRC Rate and Service Inquiries for October 2015

The Postal Regulatory Commission referred 53 inquiries to the Postal Service in October, 2015. Customers received responses on average within 8 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (50) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (3) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (0) – i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

Save the dates

USPS recommends holiday mailing, shipping deadlines



The Postal Service has issued its recommended holiday mailing and shipping deadlines for domestic, international and military services.

The domestic and international dates are included in a [news release](#) USPS issued Oct. 7. Details on shipping supplies are included too.

A [second release](#), also issued Oct. 7, lists the recommended deadlines for mailing and shipping items to people in the military.

Information about a postage discount on Priority Mail Flat Rate Boxes sent to military addresses also is included, along with details on ordering a military care kit offered by USPS.